

## REMARKS

In response to the Examiner's objection to the Abstract of the Disclosure, Applicants have amended the Abstract. As the amended Abstract is in compliance with the Manual of Patent Examining Procedure (MPEP), Applicants respectfully request that the objection be withdrawn.

Claims 10, 11, and 12 have been amended. Claim 2 has been canceled. Therefore, claims 1 and 3-12 are pending.

Claims 6 and 12 were rejected under 35 U.S.C. § 112, second paragraph, as allegedly being indefinite and failing to point out and distinctly claim the subject matter which Applicants regard as the invention.

The Examiner has rejected the claim for use of the terms "judging" and "totally" due to the terms not being defined in the specification. Applicants respectfully submit that one of ordinary skill in the art would be reasonably apprised of the scope of the invention, as determined by the specification. The specification clearly states the gateway apparatus 12 selects and takes an action corresponding to a result of judging one or a plurality of condition information totally among registered actions. See Specification, page 32, line 35 – page 33, line 5.

Applicants respectfully further submit that the focus during examination of claims for compliance with 35 U.S.C. § 112, second paragraph, is whether the claims meet the threshold requirements of clarity and precision, not whether more suitable language is available. As is clear from the context in which the term is used in the specification, one of ordinary skill in the art would believe the terms "judging" and "totally" would be clear and precise.

Although an Applicant *may* be its own lexicographer and choose to define claim terms in the specification, the Applicant is under no obligation to do so.

The Examiner rejected claim 12 under 35 U.S.C. § 112, due to "system" not being defined in the specification. Applicants respectfully submit that one of ordinary skill in the art would appreciate the meaning of the term, as it is used in the specification.

In light of the foregoing, Applicants respectfully request that all 35 U.S.C. § 112 rejections be withdrawn, as the claim terms are not indefinite.

On page 4 of the Office Action, claims 1-12 were rejected under 35 U.S.C. § 101 due to the claimed invention being allegedly directed to non-statutory subject matter. In response to the rejection of claims 1-12 under 35 U.S.C. § 101, Applicants have amended independent claims 10-12 to include computer devices such as a memory, for example.

Regarding independent claim 1, Applicants respectfully submit that claim 1 does not recite an abstract idea, as it includes operations that are not “mental steps.” For example, the claim includes, “registering said plurality of actions in the data storage. . .” and “transmitting an instruction indicative of said action with respect to said each customer service device.”

Therefore, withdrawal of all rejections under 35 U.S.C. § 101 is respectfully requested.

The Examiner rejected claims 1-12 under 35 U.S.C. § 102(b) as being anticipated by U.S. Pat. No. 5,984,178 (Gill).

According to Gill, it is directed to an event management system including at least one computer. The computer is connected with a data store which includes information representative of banking machines in a network, status messages created by the banking machines, and actions to be taken in certain situations. According to Gill, the computer can operate a servicer interface device to dispatch a message to a servicer to notify the servicer of a condition. See Gill, column 4, line 66 – column 5, line 25.

In Gill, a user enters data by use of a Fault Action Window, as shown in Fig. 29, thereby defining an Action for each Fault Code. Through such data entry, data is created that indicates correspondences between status messages and services. Gill merely receives a condition message from a banking machine and notifies an entity responsible for the machine of the condition.

According to the present invention, it is directed to an automated management system for collectively managing management information about a plurality of customer service devices, and managing operations of the plurality of customer service devices based on the management information. In at least one embodiment of the invention, the managing information is contract management information, for example, content of outsourcing contract information between the financial institution and a management company and/or content of a contract between the financial institution and a maintenance company. The information can also be registered with the system. The system can specify action to be taken in a particular situation according to the registered contract information.

By registering the contract information, the gateway apparatus of the present invention can select actions corresponding to the contract information between an administrator (e.g., a financial institution) and its assignees (e.g., a security company), thereby enabling outsourcing of the management of the customer service devices. See Specification of the Present Invention, Page 32, Lines 15-22.

Although the system of Gill can contact servicers to repair the machines, Applicants

respectfully submit that no information is provided regarding content of various contracts between various servers and a financial entity. See Gill, column 9, lines 49-53. Gill does not teach or suggest using contract information for the purpose of creating (defining) an Action for each Fault Code.

In light of the foregoing, Applicants respectfully submit that the claims of the present invention are not anticipated by Gill, as Gill does not teach registering management information that includes contract information, as recited in operation "a" and the "wherein" clause in claim 1, for example.

As claims 3-9 depend from claim 1, these claims are patentable over Gill for at least the reason offered above with respect to claim 1. As claims 10-12 recite language similar to that of claim 1, Applicant respectfully submits that claims 10-12 are patentable over the references for at least the reasons presented above for claim 1.

There being no further outstanding objections or rejections, it is submitted that the application is in condition for allowance. An early action to that effect is courteously solicited.

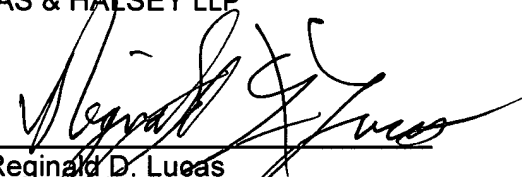
Finally, if there are any formal matters remaining after this response, the Examiner is requested to telephone the undersigned to attend to these matters.

If there are any additional fees associated with filing of this Amendment, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

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